

## Investing in Results - Additional Key Implementation Roles

Department Implementation Team (I team)		Key Functional Players	Labor Liaison
<b><u>Role</u></b>	<b><u>Time Commitment</u></b>	<b><u>Role</u></b>	<b><u>Role</u></b>
<ul style="list-style-type: none"> <li>Support and Assist Facilitator</li> </ul>	<ul style="list-style-type: none"> <li>With meetings &amp; assignments, 20% of member's time on average</li> </ul>	<ul style="list-style-type: none"> <li>Represent Department-wide Service Perspective</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the Principle of Employee Partnership and Involvement is followed</li> </ul>
<b><u>Primary Responsibility:</u></b>		<b><u>Primary Responsibility:</u></b>	<b><u>Primary Responsibility:</u></b>
<ul style="list-style-type: none"> <li>❖ Accomplish results of department implementation plan by supporting facilitator</li> </ul>	<ul style="list-style-type: none"> <li>Attend Core Services Workshops (2-3 days)</li> <li>During Operational Roll-Out may be very involved in training and facilitation</li> </ul>	<ul style="list-style-type: none"> <li>❖ Help develop Core Services, definitions, and Service Groups at workshops</li> </ul>	<ul style="list-style-type: none"> <li>❖ Conduct all Benefits and Concerns workshops in departments</li> </ul>
<b><u>Additional Responsibilities:</u></b>	<b><u>Composition:</u></b>	<b><u>Who are they?</u></b>	<b><u>Additional Responsibilities:</u></b>
<ul style="list-style-type: none"> <li>Attend weekly I team meetings</li> <li>Communicate back to respective workgroups</li> <li>Provide guidance &amp; assistance with implementation including: <ul style="list-style-type: none"> <li>✓ Plan workshops</li> <li>✓ Identify and reduce barriers</li> <li>✓ Ensure effective communication</li> <li>✓ Obtain customer feedback</li> <li>✓ Obtain involvement</li> <li>✓ Brainstorm on challenging PMs</li> <li>✓ Coordinate Operational Roll-Out</li> <li>✓ Recruit dept. trainers</li> <li>✓ Offer training</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>All I team members are committed to implementing IIR</li> <li>I team is multi-functional and multi level; major functions are represented, as well as various organizational levels</li> <li>Includes front-line employee(s); it is important to include members that can relate well to, and have the respect of, front-line employees</li> </ul>	<ul style="list-style-type: none"> <li>The KFP are staff who understand the business of the organization but are not necessarily "management"</li> <li>Like the I team, the key functional players (KFP) are a multi-level group</li> <li>The KFP group complements the other attendees at the Core Services Workshop: Sr. Management and the I team</li> <li>The KFP meets twice; once at the Core Services workshop, and once after the Mission Alignment workshop</li> </ul>	<ul style="list-style-type: none"> <li>The LL works with each department Facilitator to determine the number and schedule for the B&amp;C workshops</li> <li>The LL leads all of the B&amp;C workshops or finds an appropriate labor representative to do so</li> <li>The LL works with the Facilitator and director to ensure the principle of employee involvement on the I team is followed</li> <li>On an ad hoc basis , the LL is available to assist the departments with employee issues that may arise</li> </ul>